



Komunikacija

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Zaključak

Predstavljajte Teme
Kanali komunikacije
Četiri aspekta poruke
Značenje i tumačenje
Percepcija kao realnost
Veštine slušanja
Tehnike pitanja
Podela partnerstva: Interviste
Govor Tela & Emocionalna
inteligencija
Johari prozor
Veštine prezentacije

Komunikacija

Danasnji Raspored:

- Ključna lekcija kako preneti znanja u praksi
- Vezba komunikacije:
- Prenos poruke



Deklaracija teme

“Komunikacijske veštine su od vitalnog značaja za osnaživanje Kosovskih žena, jer one pružaju način za promovisanje i zaštitu ljudskih prava i prava žena “

- “ 4 aspekti poruke
- “ Medjukulturna komunikacija
- “ Aktivno slusanje
- “ Tehnike pitanja
- “ Emocionalna Inteligencija & Govor tela
- “ Putokaz
- “ Vestine Prezentiranja
- “ Javni govor
- “ Izvestavanje



Kanali komunikacije

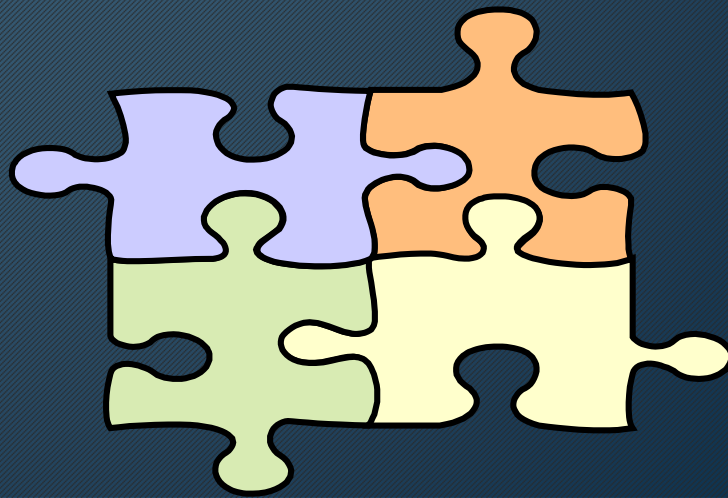
Razumevanje i tumacenje



“ Model Posiljaoc-Primaoc

4 aspekta poruke

- “ Objektivni aspekt
- “ Aspekt samoizjašnjavanja
- “ Aspekt povezivanja
- “ Aspekt prigovora



L

Izgledaj zainteresovan-zanimaj se

I

Involviraj se odgovarajuci

S

Držite fokus

T

Testirajte vase razumevanje

E

Proceni poruku

N

Neutralizuj osecanja

- Sta mislite
kako komunicirate?
- Sta osecate
kada se zaista slusate?

PERCEPCIJA

KAO REALNOST





Slusaj imam nesto da ti kazem

posobnosti
za slusanje



Prakticni primer

“ Aktivno slusanje:
Unutrasnji i spoljni
krug– govornik /
slusaoc; zamena mesta,
procena slusanja.



Prakticni primer: Tehnike pitanja

Question techniques

Applying the following question techniques helps you to get the information you really want to get. At the same time, it enables you to guide the dialogue in the desired direction. We talk about informational and tactical questions:

Information questions		
Type	Specification	Examples
Closed questions	YES/NO questions	<i>Will you come over to my office?</i>
	Alternative questions	<i>"Are you going left or right?"</i>
Open questions*	"W-sisters"	<i>"Why, What, Where, Who, When, What for, How."</i>
	Narrative questions	<i>"Go ahead and tell us..."</i>

*Open questions can ask for a rather precise answer ("When exactly?", "What exactly do you mean?") or leave open space for the possible answer ("What could be...?").

Tactical questions		
Type	Specification	Examples
Rhetorical	You already know the answer.	<i>"Does anyone disagree with me that murder is horrible?"</i>
Suggestive	You strongly suggest the "right" answer. It is leading and sometimes manipulative.	<i>"Don't you agree that..."</i> <i>"Now I think that..., what do you think?"</i>
Confirmative	Asks a person to confirm a well-known fact. Can be equally manipulative.	<i>"A lot of people think that...How about you?"</i>
Repeating	Re-phrase and underline the content.	<i>"Are you saying that...?"</i>
Flattering	Involves an attribute which is flattering the person who is being asked.	<i>"You as such a wonderful singer, we would love to hear a song from you."</i> <i>"May I congratulate you ...?"</i>
Embarrassing (possibly)	Very similar to the flattering question type, but there is a risk that the person who is being asked is losing his/her face.	<i>"Mr. XY, you as an expert in this field, what do you say.../could you explain to us...?"</i>
Metaphorical	Addresses the imagination of the person who is being asked. It puts the person in an appropriate state of mind and thus makes it easier to answer.	<i>"Imagine that you are responsible for the document management in your office. What measures would you use to increase efficiency?"</i>



Podela partneriteta:

Intervistiranje jedan drugog
& Procena performanse



Razumevanje
& Osecajnost

Govor tela & Emocionalna Inteligencija



GOVOR TELA

“KADA BI GOVORILO
VASE TELO GOSTA
STA BI ONO REKLO?”



JOHARI-PROZOR

“ Joseph Luft
“ Harry Ingham
“ 1955 USA



VESTINE PREZENTACIJE

Koja je vasa poruka ?
Kada će se to desiti ?



Gde se dešava ?
Ko je vaša publika ?
Kako dajete svoju poruku ?





Zaključak & Pregled

Meditacija & Vizualizacija

“ Jezero



Pitanja?

